

# CITRIX

## Frequently Asked Questions

Troubleshooting tips for connecting to the Department of Administration/SITSD Citrix Portal



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## What internet browser should I be using?

- DOA/SITSD only supports Microsoft Internet Explorer. For best results, we recommend using IE8 or higher.

**NOTE: Other browsers may work with Citrix but because of the complexity of the Citrix environment it is necessary to select a common browser to simplify the support requirements. Your agency IT support personnel may support other browsers.**

## What is required to connect to the State's Citrix environment?

- DOA/SITSD only supports Microsoft Internet Explorer. For best results, we recommend using IE8 or higher.
- If you are running a Windows computer, you will need to install the Citrix client for the best experience.

See the "How to install Citrix client" FAQ for instructions.

**NOTE: Other non-Windows computing environments may work but we will not be able to provide support if there are problems. It may be that your agency IT support personnel can provide assistance.**

## How to install the Citrix client.

- This process absolutely **DOES** require administrative permissions on your computer to complete successfully. If you are uncertain if you have these permissions, you should have your local helpdesk person help you out.

- i. Download the appropriate client from here:  
<http://itsd.mt.gov/techmt/citrix/citrixinstall.mcp>

Save it onto your desktop or somewhere you can find it later.

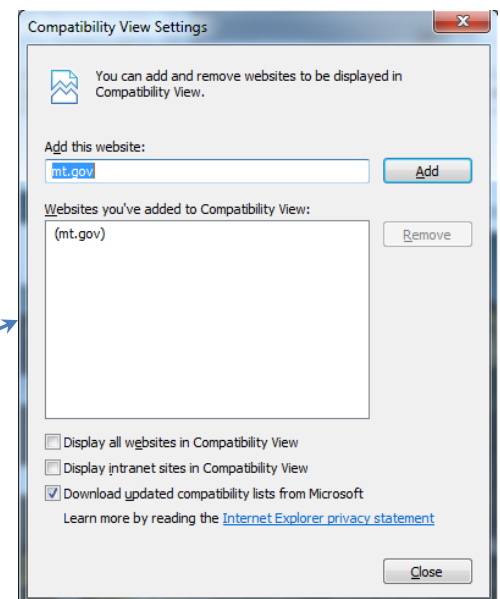
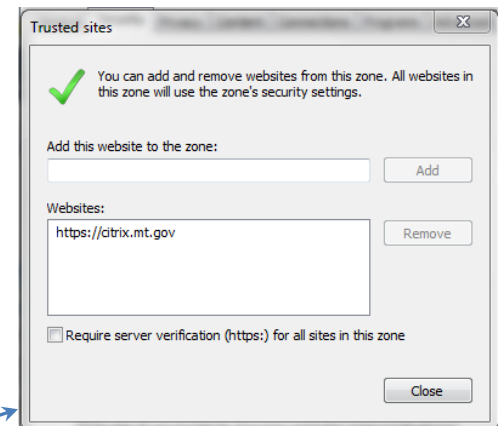
- ii. Install the client downloaded in step i. selecting the default options.
- iii. Add citrix.mt.gov to your trusted sites list.

Go to Internet Options > Security > Trusted Sites > Sites button and add <https://citrix.mt.gov> or [\\*.mt.gov](https://*.mt.gov) to your list of trusted sites.

*Note: If there are other trusted sites in this list, make sure you do not remove them. You simply want to add the Citrix site by typing it in the "Add this website..." box and clicking the Add button so it ends up in the Websites box like below.*

- iv. If you are running IE10 or higher, you may need to add mt.gov to the Compatibility View Settings for the site to function properly. You can access these settings by pressing **Alt-T** then **B** while viewing a page in Internet Explorer.

- Log in to Citrix by visiting <https://citrix.mt.gov>, log in with your normal network credentials and try launching one or more applications.
- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.



## ***How to reinstall the Citrix client.***

- This process absolutely **DOES** require administrative permissions on your computer to complete successfully. If you are uncertain if you have these permissions, you should have your local helpdesk person help you out.

- i. Download the appropriate client from here: <http://itsd.mt.gov/techmt/citrix/citrixinstall.mcpx>

Save it onto your desktop or somewhere you can find it later.

- ii. Go to Add/Remove programs and uninstall anything that says Citrix, Metaframe, or Xenapp in the name.
- iii. Go to your C: Drive to your Program Files and/or Program Files (x86) folders and delete any folders that have Citrix, Metaframe, or Xenapp in the names.
- iv. Reboot your computer and log back in.

***Note: Rebooting will ensure any locked client files which may be running on your computer are released and any registry key settings will be properly removed to ensure the new client install is as fresh as possible.***

- v. Install the client downloaded in step i. selecting the default options.

- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

## ***You log into Citrix and try to run an application. Your computer asks you where you want to save the .ica file or it asks you to associate an application with the .ica file.***

- Install the Citrix client.

See the "How to install Citrix client" FAQ for instructions.

- If you are certain you have the client installed, make sure you have <https://citrix.mt.gov> or [\\*.mt.gov](https://*.mt.gov) added as a trusted site, and if you are using IE10 or higher, you will need to add [mt.gov](https://mt.gov) to your Compatibility View Settings.

See the "How to install Citrix client" FAQ for instructions.

- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

## ***Citrix USED to work, but now it doesn't.***

- Make sure you are using Microsoft Internet Explorer.

Microsoft Internet Explorer is the only internet browser supported by DOA/SITSD and the only one we will troubleshoot.

- If your computer has recently been updated to IE9, please download and install the latest Citrix client from our website. IE9 has incompatibilities with earlier versions of the Citrix client which prevents applications from launching when you click on them.

See the "How to reinstall Citrix client" FAQ for instructions.

- If you can log into Citrix, try some other Citrix applications, if you have them available, to see if it is a specific application or an overall problem with Citrix.
- Delete your temporary internet files and cookies in your internet browser.
  - i. Close all internet browser windows.
  - ii. Open a fresh copy of Internet Explorer.
  - iii. Go to the Tools menu -> Internet Options -> General tab and looking for the Delete button.
  - iv. When it is has completed the deleting process, close all browser windows, reopen and try again.
- If you recently installed a second monitor or new monitor, try this:
  - i. Logout of Citrix.
  - ii. Disable the secondary monitor.
  - iii. Log in to Citrix and try running application. If it runs this time, you should be able to re-enable the secondary monitor.
  - iv. If you have large monitors, try temporarily reducing the resolution of your monitor(s) to something around the middle of the resolution scale to see if your apps will launch. If this doesn't fix it, please call the DOA Service Desk at 444-2000 and submit a ticket to Citrix Support so we can work with you to find a resolution.
- Reload Citrix client with latest version.

See the "How to reinstall Citrix client" FAQ for instructions.

- If you are certain you have the client installed, make sure you have <https://citrix.mt.gov> added as a trusted site.

See the "How to install Citrix client" FAQ for instructions.

- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

### ***You can log in to Citrix but applications won't launch.***

- Make sure you are using Microsoft Internet Explorer.

Microsoft Internet Explorer is the only internet browser supported by DOA/SITSD and the only one we will troubleshoot.

- If your computer has recently been updated to IE9, please download and install the latest Citrix client from our website. IE9 has incompatibilities with earlier versions of the Citrix client which prevents applications from launching when you click on them.

See the "How to reinstall Citrix client" FAQ for instructions.

- Delete your temporary internet files and cookies in your internet browser.
  - i. Close all internet browser windows.
  - ii. Open a fresh copy of Internet Explorer.
  - iii. Go to the Tools menu -> Internet Options -> General tab and looking for the Delete button.
  - iv. When it is has completed the deleting process, close all browser windows, reopen and try again.
- Reset security level on internet zone.
 

On Tools menu -> Internet Options -> Security tab -> Internet, click on "Reset all zones to default level" and set to Medium-High or Medium.
- If you recently installed a second monitor or new monitor, try this:
  - i. Logout of Citrix.
  - ii. Disable the secondary monitor.
  - iii. Log in to Citrix and try running application. If it runs this time, you should be able to re-enable the secondary monitor.
  - iv. If you have large monitors, try temporarily reducing the resolution of your monitor(s) to something around the middle of the resolution scale to see if your apps will launch.
- Reload Citrix client with latest version.
 

See the "How to reinstall Citrix client" FAQ for instructions.
- If you are certain you have the client installed, make sure you have <https://citrix.mt.gov> added as a trusted site.
 

See the "How to install Citrix client" FAQ for instructions.
- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

***You can log in to Citrix but when you double click on an application, you get a blank white or gray screen.***

- Make sure you are using Microsoft Internet Explorer.
 

Microsoft Internet Explorer is the only internet browser supported by DOA/SITSD and the only one we will troubleshoot.
- Delete your temporary internet files and cookies in your internet browser.
  - i. Close all internet browser windows.
  - ii. Open a fresh copy of Internet Explorer.

- iii. Go to the Tools menu -> Internet Options -> General tab and looking for the Delete button.
- iv. When it has completed the deleting process, close all browser windows, reopen and try again.
- If you recently installed a second monitor, try this:
  - i. Logout of Citrix.
  - ii. Disable the secondary monitor.
  - iii. Log in to Citrix and try running application. If it runs this time, you should be able to re-enable the secondary monitor.
- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

***The remote session was disconnected because there are no Terminal Server License Servers.***



**"The remote session was disconnected because there are no Terminal Server License Servers available to provide a license. Please contact the server administrator."**

This problem can usually be resolved by deleting a registry key on the PC allowing it to locate and properly connect to the License Server and renew your Terminal Services Client Access License.

***NOTE: Be very careful when using REGEDIT. Improper use can render your computer inoperable. If you do not feel comfortable using the software, please find someone you trust to perform these steps for you.***

- Close Microsoft Internet Explorer.
- Go to Start -> Run, type **REGEDIT** and press Enter. The **REGEDIT** program will start. Note that "**REGEDIT**" is not case sensitive. You may type it into the RUN box in upper or lower case.

The registry is similar to a disk structure where you have folders and subfolders. REGEDIT works similarly to Windows Explorer where if you click on the plus sign, little sideways triangle, or the folder name, it will open up the sub-folders below. To find the path below, you will have to click on each item (separated by slashes), scroll down to the next and click on it until you get to the area you are looking for.

- Find **HKEY LOCAL MACHINE\Software\Microsoft\MSLicensing\Store\**
- You should see a key name "**LICENSE???**" (where **???** is a numeric value, usually 000).
- Right click on LICENSE??? and select **Delete** and answer any prompts appropriately.
- Once the key has deleted, close REGEDIT, log into Citrix and launch the desired application.

- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

### ***You get an error stating that the network connection to your application was interrupted...***

This problem can usually be resolved by deleting a registry key on the PC allowing it to locate and properly connect to the License Server and renew your Terminal Services Client Access License.

***NOTE: Be very careful when using REGEDIT. Improper use can render your computer inoperable. If you do not feel comfortable using the software, please find someone you trust to perform these steps for you.***

- Close Microsoft Internet Explorer.
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The registry is similar to a disk structure where you have folders and subfolders. REGEDIT works similarly to Windows Explorer where if you click on the plus sign, little sideways triangle, or the folder name, it will open up the sub-folders below. To find the path below, you will have to click on each item (separated by slashes), scroll down to the next and click on it until you get to the area you are looking for.

- Find **HKEY LOCAL MACHINE\Software\Microsoft\MSLicensing\Store\**
- You should see a key name "**LICENSE???**" (where **???** is a numeric value, usually 000).
- Right click on LICENSE??? and select **Delete** and answer any prompts appropriately.
- Once the key has deleted, close REGEDIT, log into Citrix and launch the desired application.
- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

### ***You get a message in the taskbar that states the computer is unable to connect to Citrix.***

- Reload client with latest version.

See the "How to reinstall Citrix client" FAQ for instructions.

- If the step above doesn't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

### ***When you try logging into Citrix, you are not seeing what you expect to see.***

Make sure you are going to the correct URL. The old URL does not resolve to the login site correctly.

- Try typing <https://citrix.mt.gov> in the address bar of Microsoft Internet Explorer and logging in on the page displayed.
- If you are using a link from another website, make sure you end up at <https://citrix.mt.gov>.



- If you are using a “favorite” to access Citrix, be sure it is pointing to <https://citrix.mt.gov>.
- If the steps above don’t resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

### ***You get an SSL error when trying to log in or when you try to run an application within Citrix.***

Make sure you are going to the correct URL. The old URL does not resolve to the login site correctly and is not registered for the current site certificate.

- Try typing <https://citrix.mt.gov> in the address bar of Microsoft Internet Explorer and logging in on the page displayed.
- If you are using a link from another website, make sure you end up at <https://citrix.mt.gov>.
- If you are using a “favorite” to access Citrix, be sure it is pointing to <https://citrix.mt.gov>.
- Make sure the date and time on your computer are correct.
- Reload client with latest version.

See the “How to reinstall Citrix client” FAQ for instructions.

- If the steps above don’t resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

### ***Configuring a user’s roaming profile for Citrix.***

The Citrix environment is essentially a team of servers which hosts a number of applications which users can access based on their permissions. Because of this, it works much better if the remote user has their Remote Desktop Services Profile or Terminal Services Profile (depending on the version of the management console you are using) configured so their profile can be shared between the servers. Without this configuration set, the user ends up with a unique profile on every server which makes it difficult to troubleshoot problems and causes issues because of limited hard drive space on the servers. Roaming profiles work better for administrative personnel because each time a user logs out of or into a server, their profile is copied to or from the central repository. This way if a user profile gets corrupted, we can delete it from the profile server rather than searching through a whole bunch of servers for the defective profile.

- To use the DOA\SITSD profile server, you simply need to access the properties for the user account in question and enter the information in the Profile Path box which is highlighted below:

\* or **Terminal Services Profile** tab

- You may also copy the bolded line below, exactly as it is, and paste it into the indicated box (make sure the entire line is copied when you paste it into the box). The %USERNAME% is a system variable and will change to the user's actual network userid once you click on either Apply or OK.

**\\doaisd6200\profile\%TSLOC%\%USERNAME%**

- If you want to also assign the home folder like in the image above, select the radio button next to Connect, select an appropriate drive letter (L: usually works) and copy the next bolded line exactly as shown and paste it into the To: box. As stated above, %USERNAME% will be changed appropriately after clicking Apply or OK.

**\\doaisd6200\home\%USERNAME%**

## You are getting a 401 – Unauthorized: Access is denied or other invalid credentials error.

If you are seeing an error like below when trying to log into the Citrix Access Gateway, please follow the steps below:

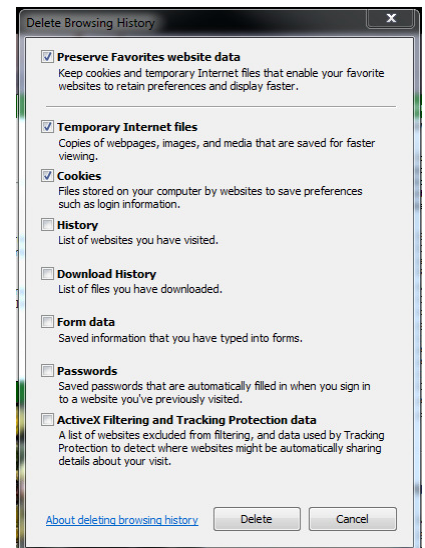
### Server Error

#### 401 - Unauthorized: Access is denied due to invalid credentials.

You do not have permission to view this directory or page using the credentials that you supplied.

- First, try logging in **without** typing the domain and slash (e.g.; **domain**userid ) in front of your userid in the User name field. If that does not resolve the error for you, proceed to the steps below.
- If the user works for MDT, check to make sure they are a member of the **"MDT Access Gateway Enterprise"** group.
- Close all copies of Internet Explorer you may have open.
- Open a new copy of Internet Explorer and delete your temporary files in your internet browser.

Generally, this can be done in Microsoft Internet Explorer by going to the Tools menu -> Internet Options -> General tab and looking for the

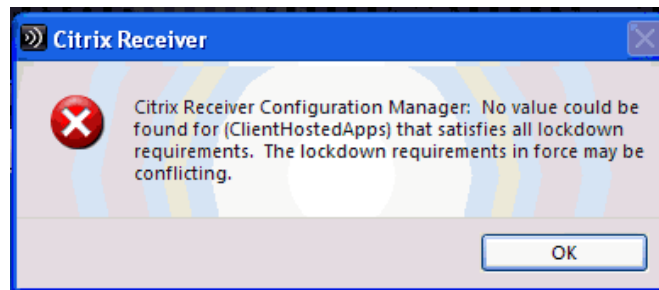


Delete button, clicking the button should bring up another window similar to the image to the right. Make sure Temporary Internet Files and Cookies are selected and then click the Delete button at the bottom.

- Open a fresh browser and navigate to <https://citrix.mt.gov>.
  - i. When you are filling in the User Name field, only enter your userid. **DO NOT** put the domain in front of your userid.
  - ii. Enter your password in the appropriate area and click the Log On button.
- If you are still having trouble, it could be because of some keyboard setting (e.g. Caps Lock is on). Try opening a text editor like notepad, type your password into notepad to make sure you are typing what you think you are typing. ***NOTE: Make sure you close notepad without saving your password to a file.***
- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

### ***No value could be found for [ClientHostedApps] that satisfies...***

If you are getting an error popup similar to the one below when you try accessing a Citrix application, follow the steps below to resolve it.



- Make sure you are running our currently supported client.

See the "How to reinstall Citrix client" FAQ for instructions.

If this doesn't resolve your problem, continue on below.

First you must determine whether you have a 32 bit or 64 bit version of Windows installed on your computer. Then check your registry for one of the following values below:

#### **32 bit**

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\Engine\Lockdown Profiles\All  
Regions\Lockdown\Virtual Channels\Control]  
"ClientHostedApps"="FALSE"
```

#### **64 bit**

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Lockdown Profiles\All  
Regions\Lockdown\Virtual Channels\Control]  
"ClientHostedApps"="FALSE"
```

- If you are not sure how to do this, follow these steps:
  1. Close all the web browser windows you have open.
  2. Open notepad or some other suitable text editor.
  3. Highlight and copy the text in the box below into the text editor.
  4. Save the file to your desktop with a name of your choice but with a .reg extension (e.g.: fixit.reg).
  5. Double click on the file and answer the prompts to allow it to run.
  6. This will add/update the appropriate values in your registry. Once you have answered all the prompts, open a new web browser window and access Citrix.

Windows Registry Editor Version 5.00

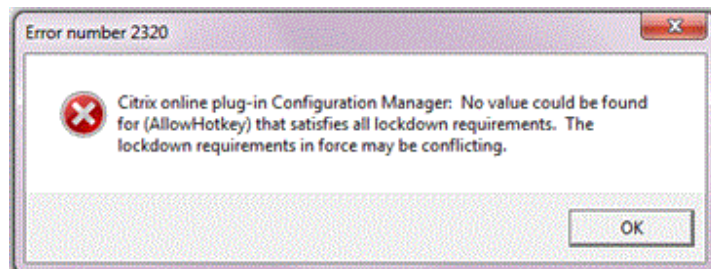
```
[HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\Engine\Lockdown Profiles\All
Regions\Lockdown\Virtual Channels\Control]
"ClientHostedApps"="FALSE"
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Lockdown Profiles\All
Regions\Lockdown\Virtual Channels\Control]
"ClientHostedApps"="FALSE"
```

- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

### ***No value could be found for [AllowHotkey] that satisfies...***

If you are getting an error popup similar to the one below when you try accessing a Citrix application, follow the steps below to resolve it.



- Make sure you are running our currently supported client.

See the "How to reinstall Citrix client" FAQ for instructions.

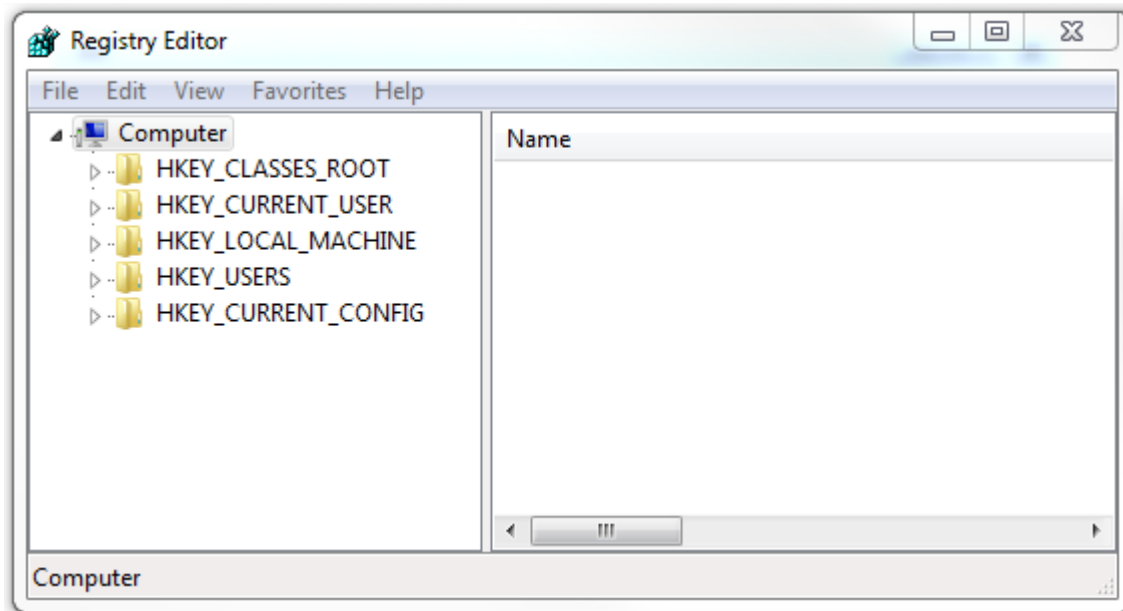
If this doesn't resolve your problem, continue on below.

**Under normal circumstances you would have your agency IT person complete the steps below. Only proceed if you do not have a person like this available. If you proceed, please follow these steps very carefully, improperly editing your registry can cause your computer to become a paperweight. If you are not comfortable completing these steps, find a technical/computer person you trust to do it for you.**

- Run REGEDIT.EXE.

If you are not sure how to do that, click on the start button on your computer and right above it is the search box or run box type in REGEDIT and press enter.

- The registry editor should open up. You should see something like the image below:



- Click on the line that says **Computer**, then click the **Edit** menu and select **Find...**
- Enter *AllowHotkey* in the **Find what:** box and click on Find next.

Notice that **AllowHotkey** is the contained in the parenthesis in the error screen.

- After a few seconds the registry key with the erroneous setting should appear in the right window of the image above.

**Note: Be sure that anything you delete appears in the right hand window. DO NOT delete anything from the left hand window.**

- You will want to right AllowHotkey in the right window and select Delete from the menu, answering any prompts appropriately to get it to delete.
- Press F3 and delete any more occurrences of this key until it says no more are found. Normally there will just be the one setting to delete.
- Try accessing your Citrix application again. If you get another similar error with a different value in the parenthesis, follow the steps above replacing AllowHotkey with the value inside the parenthesis.

**This error seems to occur in threes, if you get it, there are usually two other invalid keys associated as well that will need to be deleted.**

- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

## ***You are having problems printing through Citrix.***

At each of the steps below, complete the step then try printing through Citrix. If at any point you are successful, you may skip the rest of the steps.

- If printing used to work but recently quit, try to think of any changes/updates made to your computer which might have affected your printing (e.g., updated/changed drivers, new/additional printers, printers removed, etc.) Make note of these changes to provide to the person helping you with your problems.
- Agency network administrators should make sure the user's roaming profile is configured for their Citrix connection. This is because many of our Citrix based applications are spread over two or more servers for load balancing so the user may not be connected to the same server every time. By configuring their roaming profile, their profile will remain consistent across any server to which they connect.

See the "Configuring a user's roaming profile for Citrix" FAQ for instructions.

- Make sure you are logging in using a supported version of Internet Explorer.

See the "What internet browser should I be using?" FAQ for instructions.

- Delete your temporary internet files and cookies in your internet browser.

Generally, this can be done in Microsoft Internet Explorer by going to the Tools menu -> Internet Options -> General tab and looking for the Delete button.

- Reload Citrix client with latest version.

See the "How to reinstall Citrix client" FAQ for instructions.

- Make sure that all the printer drivers installed on your computer are as up-to-date as possible and have printers connected to them. Uninstall any print drivers for printers you no longer use.
- Try using a different type of driver (e.g.; PCL5 versus PCL6, PostScript versus PCL5, etc.), especially if you are using PCL6. We have seen compatibility issues with certain PCL6 drivers.
- Before logging in to Citrix, try changing your default printer to something else, like the "Microsoft XPS Document Writer". Log into Citrix and open your desired application.

i. Look for a place to select printers (maybe the file menu if available) and see if you can reset your default within the Citrix application to your normal default printer.

ii. If the application does not provide a method to change the default, log back out of Citrix, reset to your normal default printer log in to Citrix again and try printing.

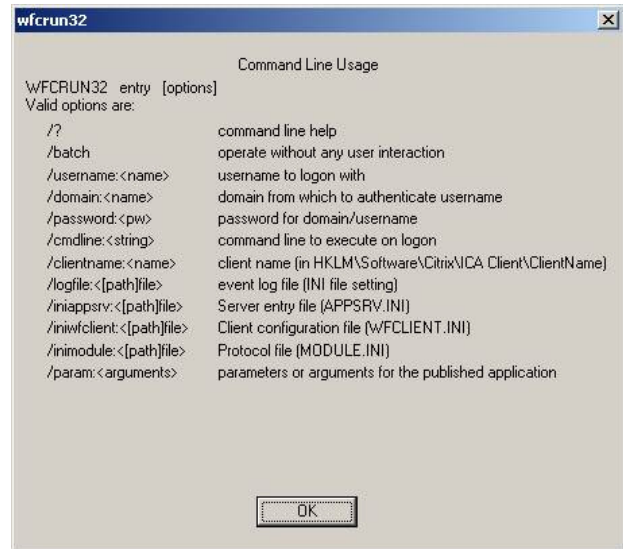
- Finally, try uninstalling each local printer (starting with any label printers), one at a time, before logging into Citrix to see if it a driver issue/conflict with one of the other installed printers.
- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

## ***You get a wfcrun32 error when trying to run an application.***

- Have someone else log on to your computer then try to access Citrix with **YOUR** account. If you can login and access applications without getting the error, it is a problem with your profile. One of your IT people will need to rebuild your local profile for you.
- If you still receive the error, try a different computer. If you are able to log on to Citrix and access your applications using a different computer, it can be isolated to your computer. You will most likely need to update/reinstall the Citrix client on your local computer.

See the “How to reinstall Citrix client” FAQ for instructions.

- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.

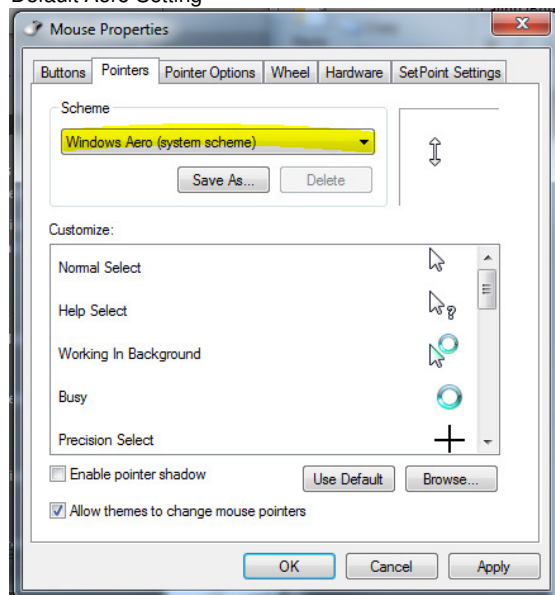


## ***Erratic mouse pointer when using Terminal Services client to access Windows 7 computer at work...***

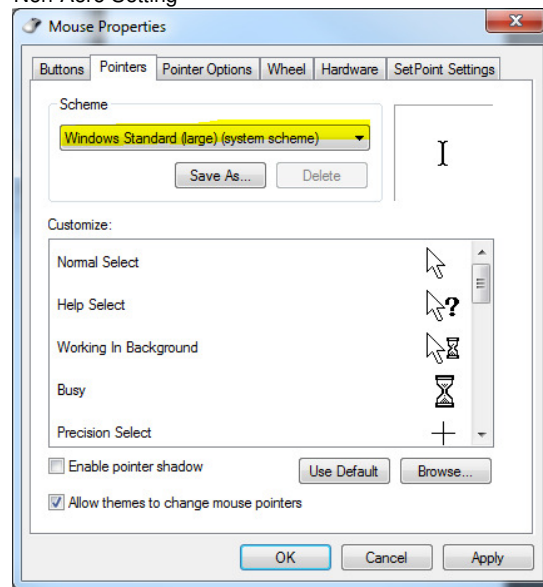
- In some cases (but not all) the Aero mouse pointer set in Windows 7 causes the mouse to respond erratically in a Terminal Services session. It is unclear what combination of events causes this issue but, if your mouse pointer is behaving erratically when connected to your work computer, adjusting your mouse pointers on your work computer to a non-Aero set seems to help dramatically. Go to:

Control Panel -> Hardware and Sound -> Devices and Printers -> Mouse -> Pointers Tab

Default Aero Setting



Non-Aero Setting



- If the steps above don't resolve the problem, please contact your agency IT support personnel or the DOA Service Desk at 444-2000 to submit a ticket for Citrix Support.



## ***You want to connect to Citrix with your Android device.***

Because of the large number of varied phones, tablets, etc., we cannot provide support for Android devices. That being said, the devices are allowed and the capability to connect to Citrix does exist. If you are willing to do a little experimentation with your device, it should work.

- The first step is to download the Citrix Receiver from the URL below:

<http://www.citrix.com/downloads/citrix-receiver/receivers-by-platform.html>

- Once the Receiver is installed on your device, you will need to create an application store to our Citrix farm. In the application store settings, you should see some or all of the options below. By entering the information in the appropriate areas, it should work for you.
  - Address : **https://citrix.mt.gov**
  - Username : **#####** (the userid you use to sign into your work computer on the network.)
  - Password : **Saving disabled**
  - Domain : **STATE**
  - Description : **https://citrix.mt.gov**
  - Check **“Use Citrix Access Gateway”**
  - Gateway Type : **Enterprise Edition**
  - Gateway Authentication : **Domain Only**